

URBAN IT SOLUTIONS

Our business is supporting your business



IT Support



System
Monitoring &
Maintenance



Infrastructure
and Cloud
Services



Data Backup
Services



Cyber
Security
Solutions



Telephony &
Connectivity



IT
Compliance



IT
Consultancy

Welcome

Can the right IT Support team really make a difference?

Absolutely!

I hung up my corporate suit more than 15 years ago, determined to build a team that coupled technical excellence and professionalism, with the other essential that's too often forgotten in the IT industry – customer service.

Now, we have a loyal customer base of great businesses from all sorts of industries. The variety keeps us on our toes. To deliver the ideal solution to their IT challenges, it's critical that we understand every customer and their business.

I firmly believe that if you look after your team well, they will look after your customers. I am so proud



of the Urban IT Solutions team – their dedication to resolving customer requests for support quickly and effectively – their fresh approach to new issues each and every day – the time they take to understand all our customers. It's dedication that goes above and beyond.

In the earliest days of this business, IT Support Services was our key focus. However in recent years, the growth in cloud-based services, the increasing prevalence of cyber-attacks on the small business sector and changes to the data protection laws (GDPR) have seen our offering and credentials expand.

We work with many hardware and software suppliers, but we don't focus on volume targets for specific vendors, chasing their gold badges. We believe it's more important for our customers to get the right supplier for their needs. But where accreditation really counts – in the security space – we are right up there with the best.

As a business, we are Cyber Essentials Plus Accredited which means we meet Government standards of cyber security. This standard is something which we can also help you to achieve because we are an Accredited

Cyber Essentials Practitioner. In addition, we are GDPR Practitioners, allowing us to support you with compliance.

To summarise, at the core of this business there is a dedicated team providing excellent IT Support as part of a fully managed service, but all the important consultative aspects of IT are also available for you to tap into, as and when you need to.

A customer of mine once said, 'To truly understand the difference in service offered by Sam's team, you have to experience it. You really feel like you are working with your very own IT department.' Comments such as these show that the model I set out to create all those years ago really does work!

Let us take care of you. Let us become your IT department. Feel the difference for yourself.

Samantha Spiro
Managing Director

Our business is supporting your business

Information Technology should support a business. It should enable communication, deliver smarter ways of working, protect data, and facilitate commerce and the exchange of ideas. It shouldn't be a pain or a mystery, it shouldn't cost the earth or be a risk to security.

Our role is the delivery of practical, affordable and tailored IT solutions to small and medium-

sized businesses. We've got the resource and the expertise, but most important of all, we've got the right approach. We won't blind you with jargon or suggest systems far beyond your budget, we won't leave you struggling with technology you don't need or don't understand. Our job is to support you, and it's our pleasure to do so.



 <p>IT Support</p>	 <p>System Monitoring & Maintenance</p>	 <p>Infrastructure and Cloud Services</p>
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 <p>IT Compliance</p>	 <p>IT Consultancy</p>	
 <p>Telephony & Connectivity</p>		

Our Customers

From our base in Daresbury, Cheshire, we serve clients across the UK and Eire. Our customers are diverse. Some are small and cannot justify an in-house IT team. Some are larger businesses who rely on us to complement the skills of their own in-house IT team. Some have come to us as start-up companies, growing alongside us; allowing them to concentrate on what they do best, leaving us to look after their information systems. Others are established organisations who initially come to us for help with a particular issue or problem, only to find that we can really help on a longer term basis.

A lot of new businesses use us, in the initial setup stage, to design and implement their IT systems. We've supported established firms for years, adapting to their needs along the way by introducing new IT infrastructure to help them to grow. Our security services test their levels

of IT security, which most choose to validate through our Cyber Essentials Certification. For franchise operations, our IT blueprint approach help franchisees get up-and-running quickly in a way that is consistent with the rest of the network they belong to, whilst providing the franchisor the safeguards their business model needs.

Our customers extend their service portfolio with us by connecting their broadband, IP Telephony and Mobile needs. Telephony and IT were once very separate entities. However, recent years have seen an inevitable merge of the two industries, making sense that the two should be serviced under the same helpful roof.

In other words, we work with all sorts of businesses, in all sectors. We have IT and Telephony completely covered. The number and type of services you choose from us - well, that's up to you.

Our mission

...is to provide an open, honest and flexible environment; to encourage technical ideas and growth; to start each day with a fresh perspective on technical issues. We aim to view every day through the eyes of our client and end each day knowing that we have positively contributed to their business needs.



Our approach to technology

We'd love to be able to predict the future but in information technology, developments often come from surprising sources, something which for us has become a crucial part of everyday life.

Urban IT Solutions has been in business since 2003. We've seen a lot of changes, and we'll see a lot more, but we've got the right attitude and the vision to make the best of those changes for ourselves and for our clients.

We're ready for the future and part of our mission is to make sure that you are too.

Our approach to quality

The most technologically advanced IT system in the world would be absolutely useless if it didn't suit the needs of the business. To ensure that what we do is always appropriate and effective we employ the ITIL approach and PRINCE2® methodology.

ITIL

This used to be known as Information Technology Infrastructure Library, which is rather a long name for a very sensible approach that allows us to deliver what our customers need in a straightforward, no-nonsense way. ITIL uses global best practice to align IT Support services to the exact requirements of a business.

PRINCE2®

This methodology uses accredited practitioners to ensure that any project is managed and controlled in such a way that its objectives are achieved as planned. Whenever we undertake a project on behalf of a client, we'll use our PRINCE2® qualified experts to apply some or all of the elements of PRINCE2® to make sure that everything works perfectly.



Our people

Without doubt, our most precious resource are our people. We couldn't do what we do without our band of dedicated, friendly IT professionals. When we recruit - which because we're growing happens more and more - we look for the qualities that really matter to our customers. Things like the ability to communicate effectively

and to understand a client's viewpoint and requirements. We look for people willing to go the extra mile in delivering outstanding customer service, who are approachable, practical and highly skilled. We're proud of the team we've built and our client's testimonials show that we've every right to be.



Urban in the Community

Practical support for the peacemakers

The reasons why the IRA chose to target Warrington back in 1993 are unclear, but the repercussions of the bombing live on in the town. Alongside the negative impact however, there was a shining light. The Peace Foundation were set up to campaign for a peaceful resolution to conflict, violence and terrorism. The charity and the Peace Centre, which bear the name of the two boys who lost their lives in the attack, continues to work on prevention, resolution and response.

At Urban IT Solutions, we feel it's important to contribute to our community, to support it by playing an active role. As a Warrington-based business, it's our privilege to be working with the Tim Parry Johnathan Ball Peace Foundation. We're not campaigners, but we know that by using our skills with IT, we can support them in their amazing, inspiring work. We provide full IT Support to the Foundation's Peace Centre, and in doing so, we're making a small but important contribution to their efforts.



Warrington Youth club

We believe in the younger generation and we're backing that belief by providing full IT Support to a remarkable organisation.

Since 1952, when it was known as the Warrington Boys Club, Warrington Youth Club has nurtured the potential of thousands of young people in the area. They deliver evening, weekend and holiday time projects aimed at those between 7 and 25. The charity expands horizons and encourages skills development, but it also boosts self-confidence, empowering those who take part to make positive and healthy life choices.

We're proud to provide our IT Support services to Warrington Youth Club. The time we have spent getting to know the people responsible for its success has been invaluable. We are pleased to play a part in the great work they do in providing a positive influence in the local community.

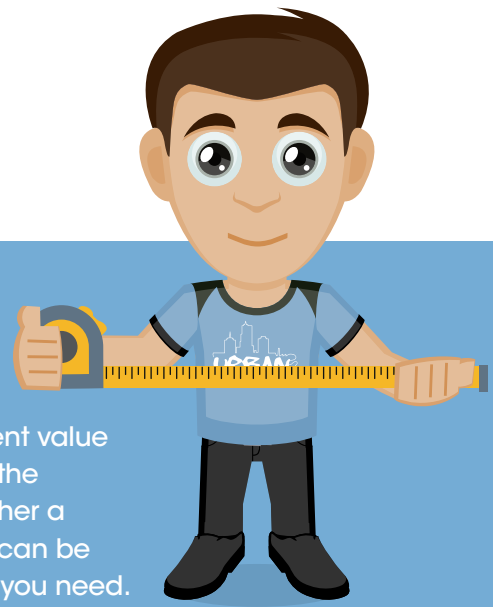
Flexible solutions for a perfect fit

Every organisation is different and trying to make IT Support the same for everyone simply doesn't work. Some businesses need plenty of help, some want support for particular aspects of technology and others simply need the reassurance of a service desk that offers support and friendly advice when it's required.

We've created a suite of support and monitoring packages, each of which includes a range of services. We've set things up like this so that you can mix and match. For example, you can choose a Standard package for monitoring and an Advanced one for support. When you select any support package, you get our Standard monitoring

and maintenance package included - at no extra charge! And if there are other services you require, these can be added as bolt-ons. We're offering simple building blocks for your IT needs. They cover all the options you'll need to create your perfect solution, and importantly, this building block approach helps you manage your IT budget.

Of course, if our packages don't quite work for you as they are, just talk to us. We're flexible and we'll get it sorted.



Our pricing

We're proud of our service and know it represents excellent value for money. It's not possible to quote prices until we know the precise nature of your requirements, but by putting together a support package that exactly fits your organisation, you can be sure you're paying only for those elements of our service you need.



IT Support



System Monitoring & Maintenance



Infrastructure and Cloud Services



Data Backup Services



Cyber Security Solutions



Telephony & Connectivity



IT Compliance



IT Consultancy



IT Support Packages

- Urban Standard Support
- Urban Advanced Support
- Urban Advanced Plus Support
- Urban Premier Support



System Monitoring & Maintenance

- Urban Standard Monitoring & Maintenance
- Urban Advanced Monitoring & Maintenance
- Urban Advanced Plus Monitoring & Maintenance



IT Support & Monitoring is at the Core of what we provide

At its simplest, IT Support means that something breaks and needs an IT expert to put it right. But there's a great deal of variation in the way in which IT experts offer their support. And because every customer is also different, it stands to reason that their IT needs will be too. There's an almost infinite variety of scenarios.

Despite the variety, we believe in keeping things simple. We offer four different IT Support packages. They're all fantastic, but the different options allow us to get a great fit with both your operational needs and your budget. Whichever package you choose, you will be supported by our friendly and experienced technical team who will take time to understand your business and your team's priorities. If there's an IT problem, we'll understand the impact on you and your people and know where to focus.

Our IT Support goes much further than being there for you in the event that a fault happens. We know the value of a proactive approach and offer monitoring and maintenance packages. These allow us to detect performance issues – and much more besides – and address them before they disrupt your processes. And like our support packages, we have various options to suit the demands of your systems. And here's the good news: because we recognise the importance of system monitoring, our Standard Monitoring Package is included free of charge when you choose any of our four IT Support packages.

The following pages show the breakdown of our packages in more detail so you can be sure you're making the right choice for your business.

IT Support Packages



	Urban Standard Support	Urban Advanced Support	Urban Advanced Plus Support	Urban Premier Support
Unlimited remote support for your IT issues	✓	✓	✓	✓
Customer Service Area – drop in your faulty equipment for assistance	✓	✓	✓	✓
Procurement services to help you source new hardware and software	✓	✓	✓	✓
On-site support for your IT issues	✗	✓	✓	✓
The configuration of new and existing personal computers	✗	✗	✓	✓
Regular scheduled on-site health check visits	✗	✗	✗	✓

If you select a package that has exclusions such as on site support and personal computer builds, help is still at hand when you need it, on a chargeable ad-hoc basis.

Procurement Management

Remove the headache of IT purchasing and stop worrying whether you have bought the right thing for your business needs – our support packages include Procurement Management.

Urban IT Solutions are not resellers or distributors of IT equipment, but we use our expertise and experience to purchase equipment and software on behalf of our customers. We have a dedicated solutioning and procurement team who specialise in understanding our clients' exact requirements and sourcing them at the best possible price.

We only ever use reputable suppliers and take pride in securing superb deals in a fluctuating and highly competitive marketplace.

Unlike our competitors, we don't charge for our equipment solutioning or procurement services as we feel this service enhances the support relationship. We hope that any solutions designed on your behalf will be fulfilled by us if you choose to go ahead with a given project.

Customer Equipment Service Area

Regardless of which support package you choose from us, you can take advantage of our Customer Equipment Service Area for any faulty equipment needs. This allows you to drop in your laptop or desktop PC to us for assistance where remote support is proving to be a challenge – without incurring any on-site call out fees. We give this service the same high levels of priority as we would if we were looking at it remotely. See this as your own A&E department for your equipment.

With our Urban Advanced Plus Support package, you also have access to an additional service whereby you can drop off your own, new or non-faulty equipment for a new configuration build, or a change to the existing configuration, due to new users or new software introduction.

Security Breach Initial Response

If you are unfortunate enough to have a data breach that results in the introduction of a virus, we will isolate and remove it as part of any of our IT Support packages, just as long as you are up-to-date with your approved virus protection routine.

Monitoring & Maintenance Packages



Our monitoring and maintenance packages set us apart from our competitors and include important system procedures that quite often can get overlooked during the decision making process when choosing an IT Support Provider. We feel that this proactive aspect to our service is so important that we include our standard monitoring package free of charge with any of our support packages.

There are two further packages available, for those businesses who want help with security patch management and advanced checks on their server environment; some of which are a GDPR requirement. Ask for more information on the three packages below to make sure you choose the one that is right for your business.

	Urban Standard Monitoring	Urban Advanced Monitoring	Urban Advanced Plus Monitoring
Ensure system performance by monitoring the usage threshold of your managed devices (CPU, memory and storage)	✓	✓	✓
Internet uptime monitoring to ensure you remain connected wherever there's a public static IP address	✓	✓	✓
Maintaining an inventory of your managed devices and responding proactively to alerts	✓	✓	✓
The extra reassurance of comprehensive threshold monitoring: CPU, memory, storage, uptime, switches and firewalls – plus automated configuration of compatible managed switches and firewalls	✗	✓	✓
Website uptime monitoring	✗	✓	✓
Advanced checks of Windows services (e.g. Exchange, Web, AD, DNS, DHCP etc.)	✗	✓	✓
Maintain system security with Windows patch management for original equipment manufacturer (OEM) supported devices	✗	✓	✓
Bespoke monitoring of external system uptime where applicable	✗	✗	✓
Bespoke Windows services monitoring	✗	✗	✓
Expert third-party patch management for OEM supported devices	✗	✗	✓
Regular reviews including system health checks, asset inventories, connectivity reporting, security and vulnerability scans, and advice to minimise the risk of cyber-attacks	✗	✗	✓

MANAGED INFRASTRUCTURE AND CLOUD SERVICES



In a constantly evolving industry, with varying customer needs, managed infrastructure and cloud services need to be scalable, adaptable and designed around you.

Cloud-based software is more common than ever before and has a clear place on the discussion table when deciding what route is best for you. That said, on-premise and data centre environments are equal contenders in terms of options – The key is working through what is best for your business. The good news is – we are not biased towards a particular route and can provide whatever option you need.

The time we spend getting to know you and your business is invaluable. It ensures we develop infrastructure solutions based on industry-leading technology which will help your business to grow. Instead of an approximate fit, your data will be in the right environment with the correct level of protection and the reassurance of an expertly managed service.

Managed Infrastructure and Cloud Services



Urban Managed Infrastructure Services



Today, there are various options for housing your IT infrastructure. It may be within your own environment, in a single data centre or across multiple sites. Whatever the location, however complex the configuration, your IT infrastructure needs to be continually optimised and managed if it is to serve your business correctly. This is where we come in. Our solution-specific engineers can take over the management of existing infrastructure or design and implement a new one that's right for you. Importantly, we'll manage it thereafter to ensure it's performing at its optimum level and remains secure and reliable.

We'll be happy to take you through all the options, explain all the pros and cons, and detail how our management processes would work best for you. To give you a flavour, the following are typical solutions we've implemented and are managing now.

Choose from our extensive and customisable portfolio to maintain control of your IT environment.

On-Premise Servers and Services

Physical Servers: We can help specify, source, install and manage any number of physical servers. These could have various functions including security and connectivity. For example, a server could be dedicated to databases, another to web services, a third to authentication, all supported and managed according to your needs.

Hybrid Servers: Where cloud services fit alongside your existing physical infrastructure, we can combine on-premise server technology with products such as OneDrive which can sync with Sharepoint and we can link Active Directory users to the power of Azure AD for Microsoft Office 365 users. Hybrid options will be developed in line with your operation and managed by our experts thereafter.

Servers and Services

Dedicated Servers: Our highly qualified team has all the industry certifications and experience required to develop an IT architecture that works for your business, handles all the peaks and troughs of demand and enhances the performance of your systems.

Private Cloud: Where security and privacy are paramount, we can design and implement a single-tenant model whereby you enjoy the benefits of the public cloud without compromising your levels of control.

Virtualization

Microsoft Hyper-V: We utilise expertise in platforms like Microsoft's Hyper-V® to deliver virtualisation at a great price. Keeping data safe is critical, and that's why we offer the reassurance of backup solutions which are second to none. For the ultimate peace of mind, there's an added option of storage in a secondary data location. What's more, the architecture is designed specifically for your business and managed by our experts.

VMware: Enjoy the power of VMware® and vSphere® and benefit from working with an extra layer of software in your infrastructure which helps to manage your resources and storage and ensures the smooth running of your applications.

Managed Infrastructure and Cloud Services



Cloud Services

Hosted either in the public or private sphere, cloud-based solutions can be tailored to your specific needs. We'll use our expertise to ensure all the services you require are included, using the very best software to facilitate your email, file sharing and storage and authentication needs.

Databases

Often a neglected area of IT infrastructure, database management can be critical to your business success and continuity. Our managed database services are designed to fit your needs. We can include maintenance plans, storage procedures, customer queries/code, indexing, database performance and more – it's a truly bespoke service.

Networking

A business without an effective network will always struggle to reach its full potential but our approach covers all the essentials. We'll scale networks to suit your volumes and build in robust protection against attacks.

Network infrastructure: Our attention to detail is second to none. When we design and implement any managed IT infrastructure, we are always looking at the bigger picture. Networks are expertly designed ensuring all the security protocols are built in, reducing your risk and enhancing the performance of all your IT resources.

Firewalls: Our firewall options are amongst the very best. Your network will be protected by the top manufacturers in the industry and our managed service will ensure your protection is always monitored and always defending your systems.

Custom Switches: If you're ready to work in the cloud we can upgrade your network switches and ensure its configured to your exact needs.

SSL Certs: More and more people are aware of the importance of SSL certification which confirms your commitment to data protection, encryption and secure transmission. Our experts will work with you on this crucial step.

Storage Products and Services

Storage Area Network (SAN): Take your storage data off the user network and enjoy improved performance where each server can independently access the shared storage. We can offer various configurations including block-based or file-level options.

Network Attached Storage (NAS): Our expertise with network attached storage solutions will ensure your operation can handle any amount of data storage, support file sharing and benefit from the scalability offered by virtualisation.

Managed Backup: Your data is invaluable and any failure in your backup processes can leave you exposed. Our managed backup service is affordable and designed to ensure you're never at risk of losing data.

Disaster Recovery: Although we'd all like to think we won't get hit by disaster, even a small scale incident can have lasting repercussions on your business. Our disaster recovery solutions are robust, practical and proven to deliver if there's a crisis.

Connectivity

Balancing today's requirements for connectivity, high quality data transmission, reliability and scalability can be a challenge, but our experience with cost-effective solutions from leading service providers makes the task simple.

Managed Infrastructure and Cloud Services



Our Managed Infrastructure will ensure your resources match your ambitions. It takes the weight off your shoulders – by managing your critical systems we free up your time, allowing you to utilise your skills in the best possible way to benefit your operation.

Urban Managed Cloud Services



When the power of advanced software combines with the resourcefulness of your people there are no limits. Working in the cloud boosts collaboration, speeds your processes and keeps your operation bang up to date, whatever your location, wherever you do business.

The transition to better ways of working is simple with Urban IT Solutions. Our Managed Cloud Services make everything straightforward and our expertise covers the leading cloud-based solutions. We'll help you pinpoint the right option for your business, and whatever software you choose, with our dedicated support, you'll be up-to-speed in no time.

Once you're established with your new software, you'll have all the advantages of robust cloud working:

- Access and share files from any location
- Allow flexible working in complete control
- Grow your team with software that supports their development, ingenuity and passion
- Enjoy the latest functionality and always be up to date
- Save money – cloud services are affordable and easy on the budget

In addition, you'll be **protected**.

The benefits of cloud protection

When your business relies on computers, a server breakdown can spell disaster. A hacker could cause mayhem, even a hiccup can turn into a problem that takes days or weeks to fix. If your data is managed in the cloud, you can relax. It's protected by incredible levels of security and encryption.

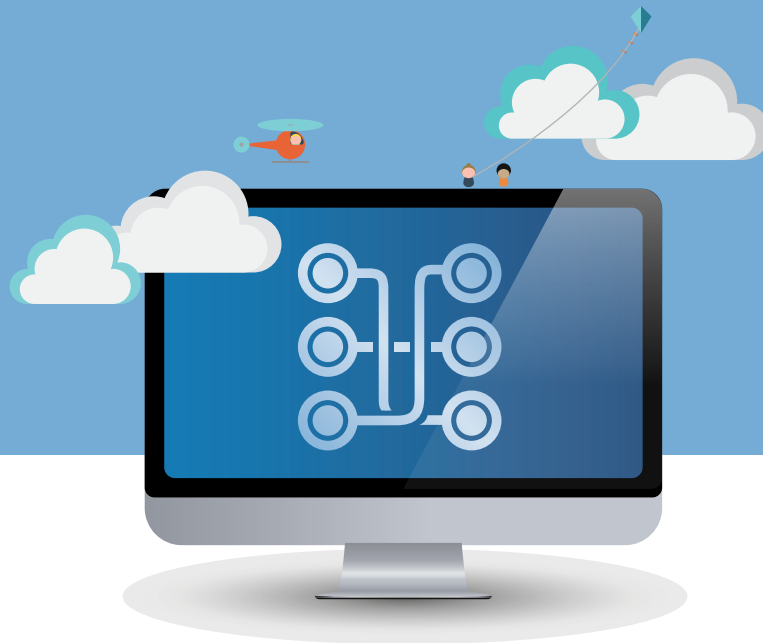
Moving to Managed Cloud Services is like taking the brakes off your business. **Make the move with Urban IT Solutions.**

Businesses across the world are leveraging the benefits of advanced cloud-based solutions. We're experts in Microsoft's Office 365, but we know that other solutions are available, and if alternatives suit your operation better, we'll gladly support your choice. In fact, we can add any cloud-based solution to the suite of services we offer and support. Just give us a call to talk about your needs.



Office 365

BOLT-ON SERVICES



Designed to really enhance the security and stability of your IT infrastructure, our bolt-on services can be added to any of our support packages.

Even though you may not need a service now, it's important that you know we have everything covered. With complete flexibility, when or if you need it, it's yours as a bolt-on.



Microsoft Office 365



More than ever, businesses are making the switch to Microsoft Office 365. It is a better way of working which suits today's business culture and flexible ways of working.

Office 365 is built for networking and collaboration, ideal for organisations with diverse locations, remote sites, travelling and home-based employees.

We specialise in migrating businesses from their traditional software platforms to Office 365 with ease and we'll make sure you select the right Office 365 products for your users.

Your Office 365

Stay up to date with the latest versions of the office applications as well as enjoying lots of additional storage and communication services to help run your business.

Email & Calendars

Get better connected with your customers and colleagues using Outlook and Exchange.

File Storage

Manage your files from anywhere with a minimum of 1TB of storage per user.

Cyber Threat Detection

Help secure business data on personal and company-owned devices.

Choosing the 365 that's right for you

There are a few versions of Microsoft Office 365 to choose from and what's more you may decide to use more than one version in your business to suit the role of your staff. And that's where we come in. We will help you to select the right Office 365 products for your staff and support you through the migration from your traditional platform to the cloud with ease.

Dependability & Support

Once you are up and running, we'll manage your subscriptions for you making sure you only pay for the licenses you need. We also help you to move from one 365 product to another as your staff evolve through your business.



Cyber Security Solutions



Safeguarding your data, your privacy and your clients has never been as important as it is today, and the threats continue to grow. There are so many things you can do to make your systems safer but where do you start? We provide several products to minimise the threat of cyber-crime which aren't necessarily a cost burden. Here are some of the popular options:

Anti-virus Product and Monitoring:

A reputable anti-virus product is essential in the protection of your systems. We will facilitate and install a world-class anti-virus product on all your equipment and provide full licence management thereafter. Regular anti-virus monitoring is also available to identify any unprotected machines.

Anti-Virus Product Only:

If you would prefer to monitor the performance of your anti-virus product, we can still select and install world-class anti-virus software on all your equipment and leave the rest to you.

Anti-Virus Monitoring Only:

If you already have an anti-virus product in place and are satisfied it's giving you the essential protection, we'll happily monitor it for you. It's another way to ease the burden, allowing you to focus on your priorities. The depth of monitoring we can offer is dependent upon the product.

Computer Encryption:

At a basic level, computer encryption is the process of scrambling data to render it unreadable to unauthorised users. If an unauthorised user tries to access your system,

they won't see structured files and documents as you do – only scrambled text. If an encrypted computer is stolen, you don't need to report it as a breach due to the extent that your data is protected. We can protect all your computers with encryption software to reduce the worry about equipment theft.

Email Filtering:

Cyber threats through email mustn't be overlooked. We can provide a reputable email filtering solution to minimise the number of unsolicited emails coming into your business, minimising the risk of an attack.

Mobile Device Management:

Mobile Device Management is a type of security software deployed across your mobile devices offering you central control of security applications, web activity and data transmissions (depending on how you wish it to be configured) on every mobile device. Lost or stolen devices can be instantly data wiped from a central place minimising the risk of data theft.

SSL Certificates Management:

Another very important security offering for websites that handle sensitive information such as visitor's personal data and credit card numbers. An SSL certificate creates a secure connection between a visitor's web browser and your web server. Without it in place, you run a high risk of data theft and hacking. We can procure and implement SSL certificates on your behalf and manage the renewal dates so that you don't need to worry about ensuring your website environment is protected.



Data Backup Services



Food, water and data backups – they’re all essentials.

Yes, we know backing up data isn’t exciting. We know that it’s a housekeeping task that you’d rather not have to think about, and which sometimes gets forgotten. But we’re not overstating the case when we say data backup is vital.

When you begin to imagine what you could lose, coupled with the fact that you now have to report data loss as a GDPR requirement, keeping on top of that housekeeping task suddenly becomes far more attractive. But you don’t have to do everything yourself because we offer a range of services to ensure your information is always safely stored.

Backup Implementation and Monitoring

You decide what you would like to back up and how. We’ll install the solution and monitor it thereafter. It’s simple, and everything is taken care of.

Backup Implementation Only

If you’re happy to manage and monitor your own backup procedures day to day, it can still be challenging to find the right solution and methodology. We can make sure you start on the best track possible.

Backup Monitoring Only

This option works well if you already have a backup solution in situ; subject to review we can provide a monitoring service for it on your behalf. All three approaches are applicable to on-premise or cloud backup solutions, whichever route you prefer.

All three backup approaches are applicable to either on-premise or cloud backup solutions, so we’re sure to find an answer that fits your needs. We can test your existing business continuity plan or help you build a new one, and we can definitely take the drag out of data backup.



Web Services



Most businesses understand the importance of website content management to ensure it's kept up to date. However, backing up website content to protect against corruption and

ensuring the website's domain is secure are actions often overlooked until there's a crisis. We offer web hosting and domain management packages to cover all your needs:

Website Hosting (Standard)

Facilitate the hosting of your website on an industry-leading platform

Website Hosting (Advanced)

Website Management – Basic content alterations to your website to keep your customers up to date

Website Monitoring – Apply uptime monitoring and alert notifications to your website and centrally manage any reported issues

Website Content Security – Apply intrusion protection, detection and auditing tools to prevent unauthorised access to your website

Website Backup – Ensure your precious website content and associated databases are backed up ready for recovery in the event of a failure

Domain Management (Standard)

Manage your domain renewals to ensure they don't expire

Domain Management (Advanced)

Manage your domain renewals to ensure they don't expire (optional)

Manage domain alterations and additions (A Records, CNAME, MX Records, SPF)

Provide a proactive security service to minimise intrusions on your web host with an option for security certification (HTTPS)



Centralised Policy & System Management



Bring your security and maintenance policies to life with our suite of centralised policy management software. The single way to ensure that your maintenance and security plans reach every user; reducing the risk of system failures and cyber-attacks.

These days, with frequent software updates, remote workforces and users preferring to utilise their own devices (BYOD), Centralised Policy Management is more important than ever before.

Centralised Policy and System Management tools are designed to ensure that critical policy demands are effective. The compliance and security of every user can be ensured – whatever their location. You'll enjoy the reassurance of knowing that access is always in your control and that Windows systems are working the way they should.

Our sophisticated management tools are an asset to any business. They protect your systems and make sure that everyone can get on with doing their jobs.

Policy Management

A suite of tools which put you in control, accelerate and simplify your processes, ensure efficiency, mitigate risk and deliver robust password policies.

- Security and compliance
- Enabling/disabling standard features
- Automated user account creation/deletions and password changes

System Management

These tools are essential when you want efficiency in your operation. They ensure your team has access to the software they need when they need it. And with a proactive approach to problem solving, the tools address minor issues before they can impact your business.

- Start/stop of Windows services
- Automated system maintenance
- Uninstallation of software
- Disabling problematic operation system/software features
- Windows detection and repairs

Security Breach Initial Response

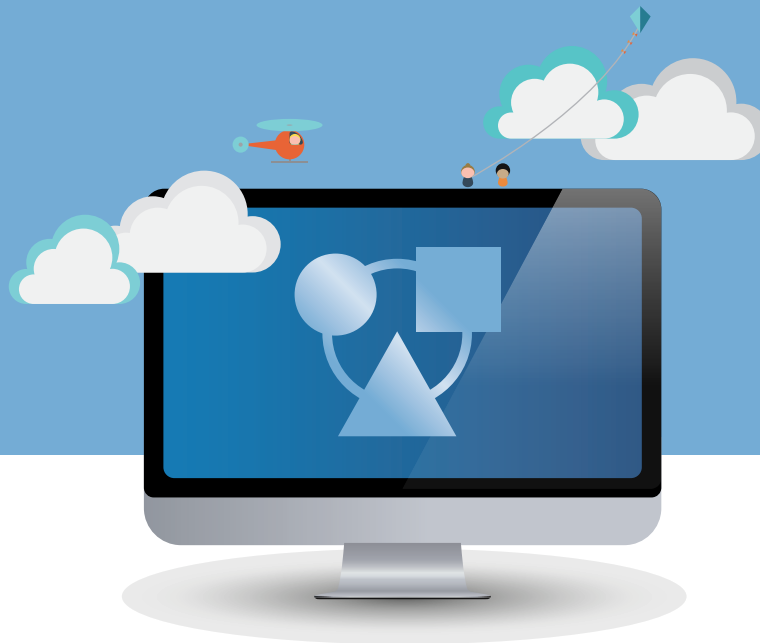


If you are unfortunate enough to have a data breach that results in the introduction of a virus, we will isolate and remove it as part of

any of our IT Support packages, just as long as you are up-to-date with your approved virus protection routine.

AD-HOC SERVICES

URBAN
IT SOLUTIONS



Our Ad-hoc services are here to help guide you through any new challenge.

Our IT skills and consultative services are on hand as and when you need them to help with compliance projects, business change and the introduction of new technology into your business.



System Design Consultancy



Your business journey will, no doubt, include the introduction of change. This could have a significant impact on your IT environment requiring consultation, planning and design. Our technical consultants are on hand to work

through your business plans and design a change to your IT environment that will help you successfully manage and implement the transition.

General IT Advice



Will you really achieve your business goals with your current IT strategy?

We don't want to question your plans or your ambitions, but we know from experience that IT is a key enabler. If things aren't quite right, you'll be putting in the effort and not getting the results.

In addition to our standard, bolt-on and ad-hoc services, we're a brilliant source of advice and

guidance whenever there's a challenge in your business. Maybe you need to focus on a team's performance. Perhaps you're expanding and need to rethink the ways in which you work and communicate. It could be that you're simply looking for reassurance that you're on the right track and heading for success. Whatever it is you're facing, however big or small the issue, you're welcome to call on our help.

Data Wipe and Equipment Disposal



Gone are the days where redundant computers could be given away to help others without taking extreme care that all data is wiped from it beforehand. Our data wipe software will clear data down to military grade five level (irreversible), giving the assurance

that redundant computers are compliant and ready for disposal.

We work with an industry-leading specialist for equipment disposal, compliant with the Waste Electrical and Electronic Equipment Directive.

Networking Equipment



Protecting your technical boundaries is a GDPR requirement, but it's also a way to reassure all your customer and stakeholders alike that you're protecting their information. That's why routing data and telephone traffic in and out of your business should always be implemented with a focus on security. In simple

terms, it's allowing the good guys in, whilst keeping the bad guys out. Our high-quality firewalls, routers and switches, coupled with well-thought-out configuration do just that. We also monitor equipment to ensure the latest patches are applied, which keeps them as secure as possible from cyber attacks.

IT COMPLIANCE

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Urban IT Solutions experienced consultants work with you to understand and secure your IT systems and network.

Regardless of whether your objective is to get smarter about the protection of your assets or to aim towards compliance certification, our experts can assist to identify the products or services that meet your needs.



Cyber Essentials



This UK Government backed certification scheme is aimed at protecting small and medium-sized businesses from the all too prevalent attacks on their IT systems and their customer's data.

It's a simple concept that's very effective that focuses on five specific technical controls. Cyber Essentials allows you to demonstrate to your customers, investors, insurers and others that you've taken the right steps to reduce your

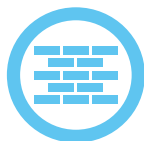
risk of falling victim to cyber-crime and, critically, that you're keeping data secure.

More and more businesses, organisations and individuals are looking out for the Cyber Essentials logo. You won't stand a chance of securing some contracts without it. In fact, it's been mandatory for some central Government contracts since 2014. It shows that you're serious and responsible, and, of course, makes a huge difference to your level of risk.

Five government defined technical controls



Secure configuration



Boundary firewalls and internet gateways



Access control and administrative privilege management



Patch management



Malware protection

Flexible & Affordable

Urban IT Solutions are the ideal partner for Cyber Essentials certification. We know that some businesses need to start from scratch and others need only a little help. Our solutions fit around you and are excellent value for money. We don't expect you to pay for a service you don't need or for information you already know. However far you've got to go with your cyber security, the time to start is now.

Cyber Essentials Certification

A recommended Information Security Management System for GDPR.

The Cyber Essentials Standard



Cyber Essentials is a UK Government backed scheme that encourages businesses to take simple and controlled steps to reduce their exposure to the risks of cyber crime. Having the Cyber Essentials Standard is a badge of your organisation's credibility and ability to keep your own and your customers' data secure. As an Accredited Cyber Essentials Practitioner, we can work with you to get your business in a Cyber Essentials ready state or take you all the way through to certification.



Cyber Essentials



Get Cyber Essentials Ready

The first steps to cyber security.

- Security Assessment based on Cyber Essentials criteria
- Vulnerability Scan to assess any current cyber security exposures
- Reported Outcomes of Assessment
- Security Action Plan for your business

Prices start from only £750



Cyber Essentials Certificate

Fully managed service to get your business Cyber Essentials certified, allowing you to display the Cyber Essentials badge on all your branded material

- Completion of Cyber Essential questionnaire of your behalf
- Vulnerability Scan to assess any current cyber security exposures
- Reported outcomes of vulnerability scan
- Reported outcome of any technical or policy gaps
- Support to address technical and policy gaps
- Submission of Cyber Essentials questionnaire to the accreditation body

Prices start from £1295

Cyber Essentials Plus Certificate

Whilst both Cyber Essentials and Cyber Essentials Plus are recognised by the GDPR, Cyber Essentials Plus will carry more weight with your customers. This is because in addition to the steps included in Cyber Essentials certification, the Plus certificate is only issued when your business has been externally verified for cyber-attack mitigation by the certification body. Once these extra checks have been completed successfully, you can display the reassuring Cyber Essentials Plus badge on your branded material

Prices start from only £1695

Policy Procedures



It's vital that your team members understand the role they play in keeping your business secure. We'll help you to develop and launch clear workable policies which fit your organisation and ensure you're fully prepared for Cyber Essentials certification.

Security Breach Initial Response



If you are unfortunate enough to have a data breach that results in the introduction of a virus, we will isolate and remove it as part of any of our IT Support packages, just as long as you are up-to-date with your approved virus protection routine.



GDPR Consultancy



With the changes to the data protection laws, businesses still need to implement important steps to ensure they comply. GDPR isn't all about IT related areas and is very much a business requirement. However, as GDPR practitioners, there is a great deal we can do to help you with compliance.

GDPR Training and Compliance Support:

Our customised GDPR consultancy will support your compliance needs. Our service includes staff training and the introduction of policies and procedures required by the regulations.

GDPR IT Security Compliance Assessment:

Get an understanding of how compliant your business is from an IT perspective. Our technical consultants will complete a Technical Security Health Assessment in line with the GDPR Principle 6 (integrity and confidentiality) and prepare a report thereafter which will highlight security issues and detail a remedial action plan.

Data Subject Access Request Support:

Rights of Data Subjects are a key factor to the GDPR. If a Data Subject requests details of all the data you hold relating to them, you have only one month to respond, but finding all the information is often an expert job. We can offer the skills and support needed to ensure your systems are thoroughly interrogated.

Data Protection Impact Assessments:

GDPR introduced a Data Privacy by Design law which requires an assessment to be performed before the introduction of any new process or system into a business. We can help you prepare a Data Protection Impact Assessment to ensure you comply.





Vulnerability Scanning



Vulnerability scans are used by the bad guys to look for points of entry to attack vulnerable businesses.

It, therefore, makes perfect sense that the good guys would use similar tools to check for the same vulnerabilities, reporting back to you to allow you to plug any gaps and significantly reduce your risk of attack.

A vulnerability scan detects and classifies system weaknesses in computers, networks and communications equipment and predicts the effectiveness of countermeasures. Urban IT Solutions are authorised to run the industry leading vulnerability scanning tools to help you to understand where your vulnerabilities are.



Vulnerability scans can be performed as a one-off exercise, annually, or more regularly throughout the year if the compliance requirements for your business, such as PCI compliance demand it.

Get in touch if you want to organise a vulnerability scan on your business systems – in safe hands.

Prices from only £399

TELEPHONY & CONNECTIVITY

URBAN
IT SOLUTIONS



We can offer you telecoms services to complement the provision of our IT solutions or as a stand-alone offering.

Every business needs to connect, whether it's in person, through phone lines or on the internet. We make the process simple with a range of telephony, connectivity and mobile solutions designed to suit your operation and work seamlessly with your IT.



Joining the dots



When you're running a business, it is so important to join the dots with your IT, Connectivity and Telephony needs. We're here to make the mechanism of connection easier.

Traditional telephony companies will design solutions independently of their customer's IT needs as it's unknown territory for them. When considering internet and telephony solutions for you, we always consider your current IT infrastructure whether we are managing your IT systems for you or not; ensuring that thought is applied to both areas for quality of service (QoS) and security.

With Urban Connect everything is under one roof so we can make connecting seamless.



Connectivity



Hosted Voice



Mobile



Connectivity



Doing business today requires robust internet connectivity but, as every business is unique, it's important to choose methods that are right for your needs. That's something we make simple. Our portfolio includes all the options you'd expect, collaborating with all the well-known UK carriers, and we're experts at matching your ambitions to the most cost-effective solutions too.

ADSL (2+)

In some areas of the country, choice can be limited. Often business users are expected to share entry-level, standard ADSL circuits with consumers, but our ADSL circuits are reserved for business users only. We offer the latest in ADSL broadband – ADSL2+ which maximises speeds through copper lines.

Fibre

Faster uploads and downloads than ADSL systems can provide, Fibre delivers high speed connectivity. There are different options to suit varying business needs and budgets, and we'll be delighted to help you with a decision.

Ethernet over Fibre

An option which combines the benefits of Ethernet First Mile connectivity with higher bandwidths for processing speed. This option is gaining a lot of attention because it's fast, reliable and cost-effective.

EFM

When speed of delivery is a priority, Ethernet First Mile (EFM) solutions can be a perfect choice. They use existing copper lines, connected through local exchanges and offer high speed, reliable, non-contended internet connectivity, alongside straightforward set-up.

Leased Lines

A superb choice when you need a dedicated, unlimited circuit exclusively for your business. You'll benefit from equal, rapid upload and download speeds and consistent connectivity. With no delays, your various business locations will feel like they're in the same place, enabling real collaborative working. Any faults will be fixed within 6 hours, but even if there's a fault, you'll remain connected because reliable backup systems are offered as part of the solution.

Wireless Leased Lines

If you are struggling with installation delays or complexity relating to hard-wire connectivity options, then choose a Wireless Leased Line solution. Don't feel disconnected, this alternative option gets you connected fast, using industry-leading radio and microwave technology. It's flexible and because it's scalable, you can grow the system when your business grows.

MPLS

A great choice for multi-site businesses, MPLS offers a fully managed private network that's highly secure. A modern-day version of Virtual Private Networks (VPN), MPLS is fully scalable nationally or internationally.

Connectivity options are constantly changing, with new technologies emerging all the time. In what can be a complex and confusing marketplace, we'll help you choose from the many options available and ensure that your connectivity delivers great value and supports your business ambitions.



Hosted Voice



ISDN was a revolution in its day. It allowed voice and data to be carried on the same lines, but it relies heavily on physical infrastructure, specifically copper wiring. It's costly in terms of its space requirements, maintenance and administration, and when lines need to be added, the infrastructure itself needs changing. That's why it's a dying technology. Indeed, BT intends to switch off the ISDN network by 2025.

The alternative is Hosted Telephony – a complete business phone system, delivered over the internet and provided by a host and/or telephony company.



Urban IT Solutions offer a complete hosted telephony solution; taking care of multi-site businesses, single sites with departmental needs through to individual agile workers.



Hosted Voice



Cost Savings

Without the cost of traditional switchboards and lines, there is minimal capital outlay. Call rates are extremely competitive and there are clear monthly pricing plans. You'll find our hosted telephony is more cost-effective than on-premise solutions, freeing up money for other projects.

Control

A simple interface for management and call handling that works for remote workers and across multiple sites.

Improved Customer Service

Benefit from dynamic call handling, pre-recorded messages and seamless transfers.

Reliability, Security and Inclusive Maintenance

We provide full support and training, number porting, provisioning and assistance, giving you complete peace of mind. We'll also look after your system, so there's nothing to worry about.

Mobile and Agile Working

With our Mobile App, you'll have the ability to answer and make calls anywhere in the world. And those working back at base will work more effectively when they're not constrained by a static desk phone. You can move staff whenever it suits and retain full visibility for call management.

Disaster Recovery and Business Continuity

If there's an emergency, calls can be re-routed and there's the reassuring back up of a separate fail-over line.

Future-proofed for growth

With minimal outlay for new users and sites, your phone system can easily grow with your business.

Helping you get the most from your phone system

Installing a phone system is only the beginning. We make that first stage simple, but unlike some suppliers, we then take the time to ensure the system is configured to suit your needs. We'll study your call routing requirements right down to the very last phone user. What's more, we'll make sure you understand the system's capabilities and how to make the most of them. Your investment will really pay off when we've got you up to speed with our best-in-class ideas.

Switching is Simple

With our service and support, your new system can be up and running in no time. You decide on the number of licenses (connections) you need and the type of handsets you want to use.

We'll do the rest, you'll soon be saving money.



Urban Connect Mobile



We believe one of the great strengths of mobile phone technology is the freedom it gives you, so why do so many mobile service providers tie you up in knots, force you to use handsets you don't like or pay for services you don't use?

We think a clear, simple approach makes more sense. Urban Connect Mobile offers great carriers, great rates on calls and lines and it's flexible and easy to manage.

The SIM-Only Service

Traditional contracts bundle everything together – the handsets, the data and the minutes. It's a model developed for the consumer market which has found its way into the business mobile arena, even though businesses and individuals have very different needs.

In recent times, there has been a significant shift in how businesses approach mobile contracts. Choosing a handset can be an emotional decision. That's why more and more businesses are opting for sim-only contracts which allow users to make their own choices. This simple switch lets a business satisfy every one of its mobile phone users while still keeping a close eye on the cost.

SIM-Only services can be much more affordable because you're not subsidising the handset cost.

With some mobile providers, handsets are routinely replaced when they're still working perfectly, and yet many users despair at the throwaway culture that permeates the modern world. We can also find ourselves struggling with the latest version of an operating system when we were more than happy with the previous one.

With a SIM-Only deal, you keep the familiar hardware and software but switch the network to get a better deal.

But if you love getting your hands on the latest handsets as soon as they hit the market, SIM-Only works too. Traditional contracts would see you waiting, and waiting, and waiting. You'll get your updated, upgraded handset just before the next model is released.

SIM-Only deals allow you to stay at the forefront of mobile phone technology.

How often do you need flexibility? Imagine you need to provide one of your team a mobile for just a few weeks while they're handling a project. Some suppliers would expect you to take out a contract that lasts months. A SIM-Only option gives you choices. You can keep the service rolling if it suits or stop paying when the agreed short-term access expires.

SIM-Only works the way an agile business works.

Urban Connect is the mobile service for the agile business because it doesn't restrict your choices. It's about great deals that are simple to understand from the best service providers. It makes managing every aspect of your mobile connectivity – including the cost – simple.



Urban Connect Mobile



Our networks

We choose networks carefully and have selected those with a strong presence in the business market, but if you've got a favourite, we'll always respect your personal preference.

We offer **O2**, which boasts award-winning coverage, the UK's largest network and a secure platform, **O2** is also a great choice as the network offers free connection to its mobile wi-fi hotspots. **Vodafone** has great tariffs, is responsive and reliable and ideal for those who want to work from anywhere in the world. **3** is currently building the UK's fastest 5G network and could suit you if speed's your priority, meanwhile **EE** delivers a great blend of speed, security and service.

We'll happily take you through the pros and cons of each network, helping you choose the service that's right for you.



Samantha Spiro
Managing Director

“ Choosing the network, sorting the hardware, installing the system – it's all part of the process of getting connected, but Urban IT's approach to telephony goes much further.

We look at your whole operation, including your existing infrastructure and IT systems to determine which solutions will be the best fit for your current and future needs.

We're not simply selling a service – we're building supportive and responsive relationships that respect our customers while delivering the tools they need to thrive. ”

Working with a Managed IT Service Provider couldn't be easier.

With a huge range of services on offer, we help you to select an approach that works best for your business.

Packages

Choose the IT Support, System Monitoring & Maintenance, Infrastructure and Cloud Service package that works best for your business.



Bolt-ons

Take a look at our selection of bolt-on services which you can utilise now or whenever you are ready.



Ad-hoc

Rest-assured we can help with your IT compliance and other IT consultancy needs.



Telephony & Connectivity

We are experts in Telephony and Connectivity too.



Of course, if our packages don't quite work for you as they are, just talk to us. We're flexible and we'll get it sorted.



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